

DOCUMENT RESUME

ED 214 003

CE 031 945

TITLE Advising. CAP Job Function.
INSTITUTION Ohio State Univ., Columbus. National Center for Research in Vocational Education.
SPONS AGENCY Employment and Training Administration (DOL), Washington, D.C. Office of Youth Programs.
PUB DATE 81
CONTRACT DOL-99-0-2297-33-52
NOTE 94p.; For related documents see CE 031 933-972.

EDRS PRICE MF01/PC04 Plus Postage.
DESCRIPTORS *Career Awareness; Career Choice; Career Counseling; Career Development; Career Education; *Career Exploration; Career Guidance; Career Planning; *Child Caregivers; *Employment Counselors; Individualized Instruction; *Lawyers; Learning Activities; Learning Modules; *Occupational Information; Postsecondary Education; Programed Instructional Materials; Secondary Education; Self Evaluation (Individuals); Values Clarification

IDENTIFIERS Career Alert Planning Program; *Travel Agents

ABSTRACT

This Job Function Book (Advising) is one of the 14 components (see note) of the Career Alert Planning (CAP) program, a set of individualized materials designed to help participants find out about themselves and about the kind of work for which they are suited. In this program, participants become acquainted with occupations that are representative of 10 basic job functions. They learn how these occupations relate to personal interests, abilities, skills, educational goals, experiences, and training. They consider the work conditions, salary, and employment outlook for each occupation. Finally, participants use this information to make decisions and plans about the careers they will pursue. This Job Function Booklet examines advising occupations, one of the 10 basic job functions explored in the series, and describes four occupations related to this function: lawyer, child care attendant, travel agent, and employment counselor. The booklet contains the following sections: (1) an "explore" section, which describes the advising job function and introduces the four occupations representative of it; (2) four "perform" sections, which contain work simulation activities related to each of the four occupations (e.g., "imagine you are a travel agent; your task is to write a bill for the airline and hotel reservations for two new clients"); these activities give participants "hands-on" experience in performing work-related tasks; and (3) four "decide" sections, which provide greater detail about the occupations and about working conditions, income, and education and experience required. Education and experience activities that can be undertaken by participants are suggested. (KC)

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Advising

Job Function

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What is advising?

EXPLORE

Advising means giving facts and ideas to other people. It means helping other people make decisions.



Workers who advise must know a lot of information. Then they can share their knowledge with people who seek their help. Advisors give information or advice about . . .

- laws
- safety
- jobs
- health
- education
- travel
- finances

People who advise work with many other people. They work with clients. They work with people who can serve their clients.

Advisors must listen to their clients' problems and then think of ways to help them. People who advise must be interested in helping others. They must have the following kinds of work maturity skills. They must . . .

- listen to others
- communicate ideas and information
- be conscientious in their work
- be loyal and sincere
- work without supervision



Interests

People who work in advising share many common interests. They enjoy . . .

- helping people
- talking to people they don't know well
- solving puzzles and problems
- being the leader in clubs or groups
- working on many different projects
- making decisions



Abilities

People who advise have similar kinds of abilities. They use their abilities to develop skills--skills that enable them to do a good job. To develop their job skills, advisors must have the ability to . . .

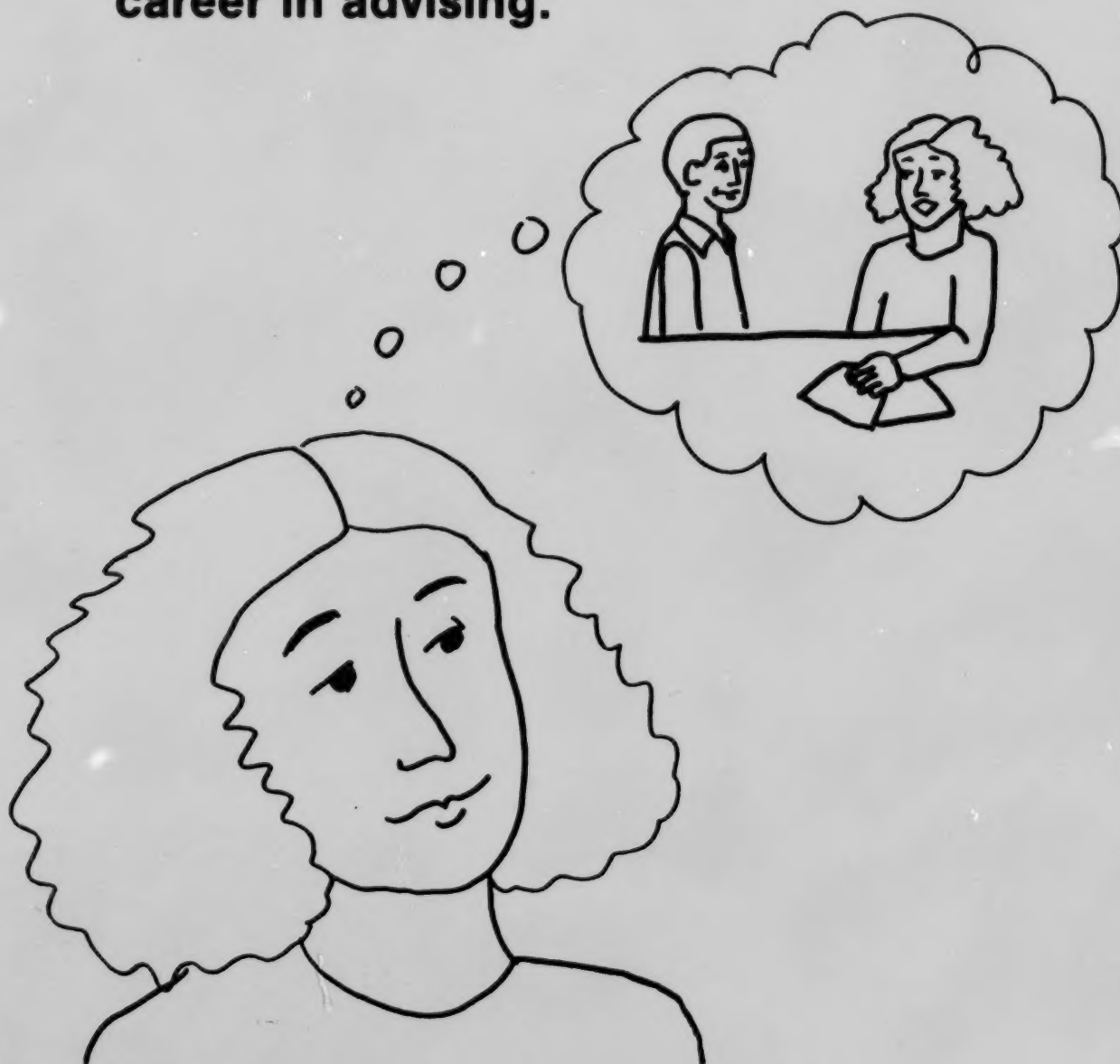
- think through problems to find the best solutions
- share knowledge with other people
- locate important facts
- gain the trust and confidence of other people
- be well organized
- learn and remember a lot of information about a subject



Do you feel you have some of the interests and abilities of a person who advises? Turn to the Advising Reaction Form in your Program Guide. Place a check in front of the interests and abilities you share with people who advise.

Now you will meet four people in
advising occupations. Read about
these people. Imagine yourself in
their jobs, because . . .

**Perhaps you would like a
career in advising.**



Anita Potter lawyer

I have a general law practice. I advise people about many kinds of legal problems. I handle criminal problems, accident problems, and divorces. I also write wills and contracts (signed agreements between people).

Sometimes I advise people in my office. Other times I advise people in court. My job is to help solve legal problems in the best way.



Art Keller child care attendant

Working with very young children is what I like to do. I work in a day-care center with boys and girls who are 2 to 6 years old. I take care of them during the day while their parents are working.

While the children are with me, we play games. Every day I read a story to them. We also sing songs. Sometimes I advise the boys and girls how to paint pictures or make things. I help them learn how to get along together.



Lee Ginther travel agent

I help people make decisions about where they want to travel. I ask them questions to find out what climates they like and what activities they like. Then I advise them about places they might travel. After they decide where they want to go, I make reservations for them. I figure the cost of the trip.



James Maloy employment counselor

My job is advising people about jobs. I talk to people to find out their skills and interests. When I find a job that seems "right" for a person, I tell that person about it. I arrange for him or her to talk to the employer. The employer decides if the person will get the job. I feel great when people get the jobs they like!



Would you like to try out some jobs that these workers do?

yes ►

Choose one of these occupations:

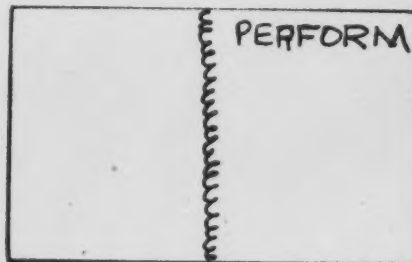
Occupation 1--Lawyer

Occupation 2--Child Care Attendant

Occupation 3--Travel Agent

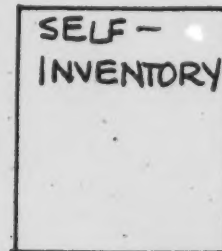
Occupation 4--Employment Counselor

Then, turn to the proper PERFORM section
of this Job Function booklet.



no ►

Check the Self-Inventory Chart. Choose
your next highest ranking job function.
Get that Job Function booklet and read
the EXPLORE section.



Lawyer

PERFORM 1

Lawyers help people with legal problems. Most people know very little about the law. So, lawyers find out all they can about their clients' legal problems. Then they decide how to help the clients. Lawyers have many responsibilities.



Responsibilities

1. Study and interpret laws.
2. Consult with clients.
3. Write briefs or reports.
4. Draw up business contracts.
5. Defend clients in court.

You will learn one way that lawyers consult with clients as you PERFORM the following activity.

Imagine . . . YOU are a lawyer.

You have a new client. He was hurt in a car accident. Your client wants to sue the driver of the other car. That means he wants to go to court and try to get money from the driver.

Your client thinks the other driver should pay for...

- a. the cost of fixing your client's car
- b. the cost of your client's medical bills



Before you can help your client, you must learn about the accident. Then you will decide if your client has a good chance of getting the money.

Your task is to talk with your client about the accident.

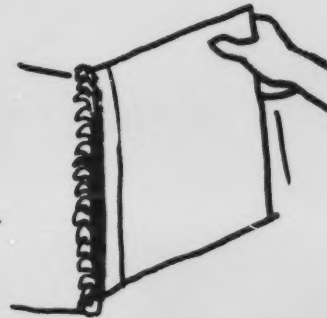
This is what you must do:

Get ready for the interview

STEP 1.

Get your materials.

- a. Turn to Worksheets 1a and 1b, Lawyer.
- b. Tear out the Client Fact Sheet.
- c. Do not remove the Interview Sheet.
- d. Get a pen or pencil.



STEP 2.

Make arrangements to meet with your client.

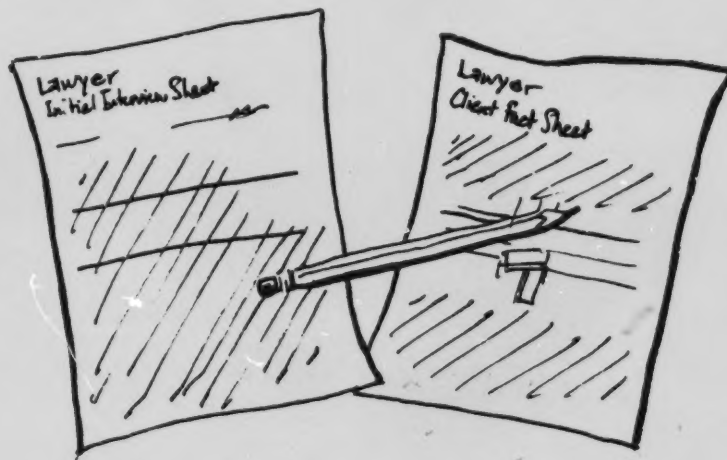
- a. Ask another student to help you by pretending to be your client.
- b. Give your client the Client Fact Sheet to read. He or she will use the facts on this sheet to answer your questions.
- c. Set up a time for the interview. Be sure you allow the client time to read and understand the story.



Record information that is important to the case

STEP 1.

Look over the Interview Sheet.
Read the questions you must ask your client.



STEP 2.

When your client is ready, ask the questions on the Interview Sheet.

STEP 3.

Listen carefully to the important details.

STEP 4.

Write down the answers your client gives you.

Make sure the information
is correct

STEP 1.

Read what you have written. Did you
get answers for all the questions?
Do you understand each answer?

STEP 2.

Read the questions and answers to your
client. Make sure the answers are
correct.

Check
yourself !

Give advice to the client

STEP 1.

Think about the story your client told you. Who caused the accident--your client or the other driver?

STEP 2.

Use good judgment.

- a. If you think the other driver was at fault, advise your client to go to court with this case.
- b. If you think your client was at fault, advise him of this and explain why.



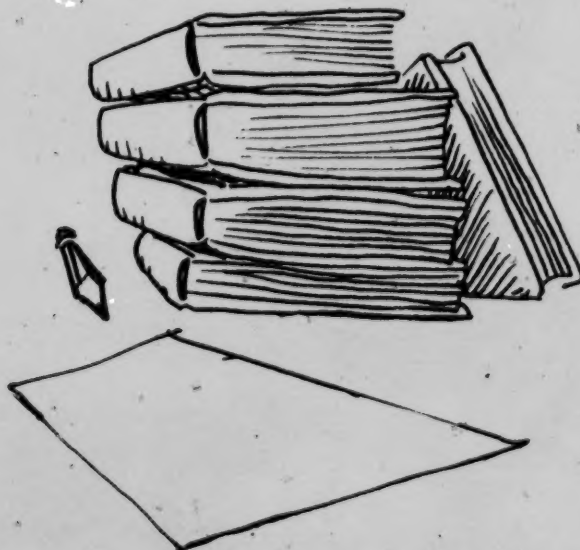
Now . . .

Turn to the Advising Reaction Form in your Program Guide. Find the Lawyer page. Record your feelings about your interests and abilities in this activity. Return to this page.

Did you enjoy being a lawyer? Yes?
Then here are

Some other activities:

1. Watch television shows about lawyers. Learn about the ways lawyers help their clients.
2. Visit a courtroom. Watch the lawyers present their cases.
3. Call the bar association in your city. Get more information about a law career.

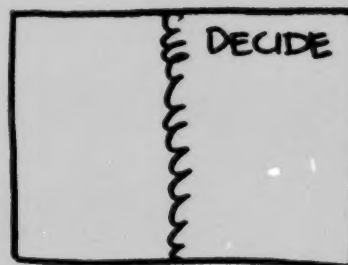


Would you like to find out more about this occupation?

yes



Read DECIDE 1--Lawyer.



no

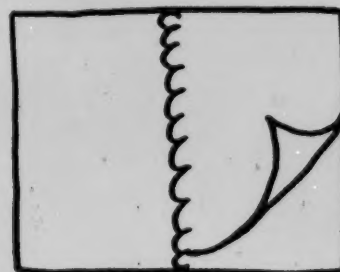


Turn to another Advising occupation.

Occupation 2--Child Care Attendant

Occupation 3--Travel Agent

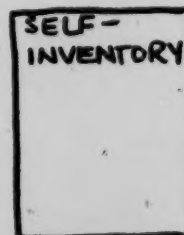
Occupation 4--Employment Counselor



or



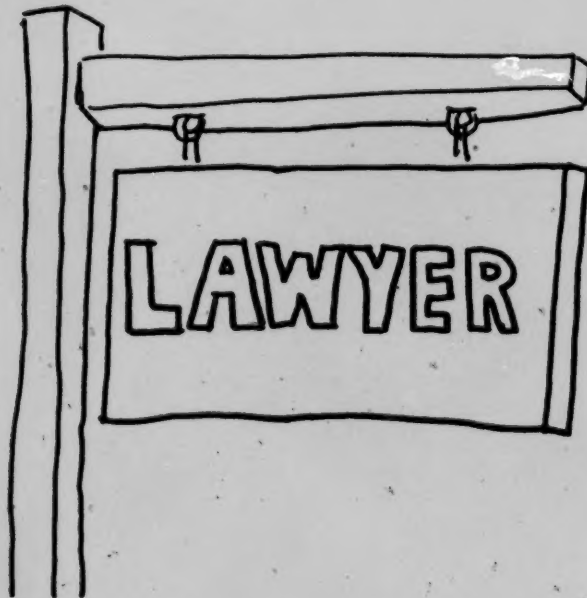
Look at the Self-Inventory Chart in your CAP Program Guide. Select another job function to investigate.



Lawyer

DECIDE 1

You finished one task a lawyer does. You talked with a client. You learned all the details about an accident. Then you advised the client. As you read the next pages, you will learn even more about a lawyer's job. These facts will help you DECIDE if you would like to be a lawyer.



Talking with Anita Potter, a lawyer with Jacks, Potter & Miller . . .

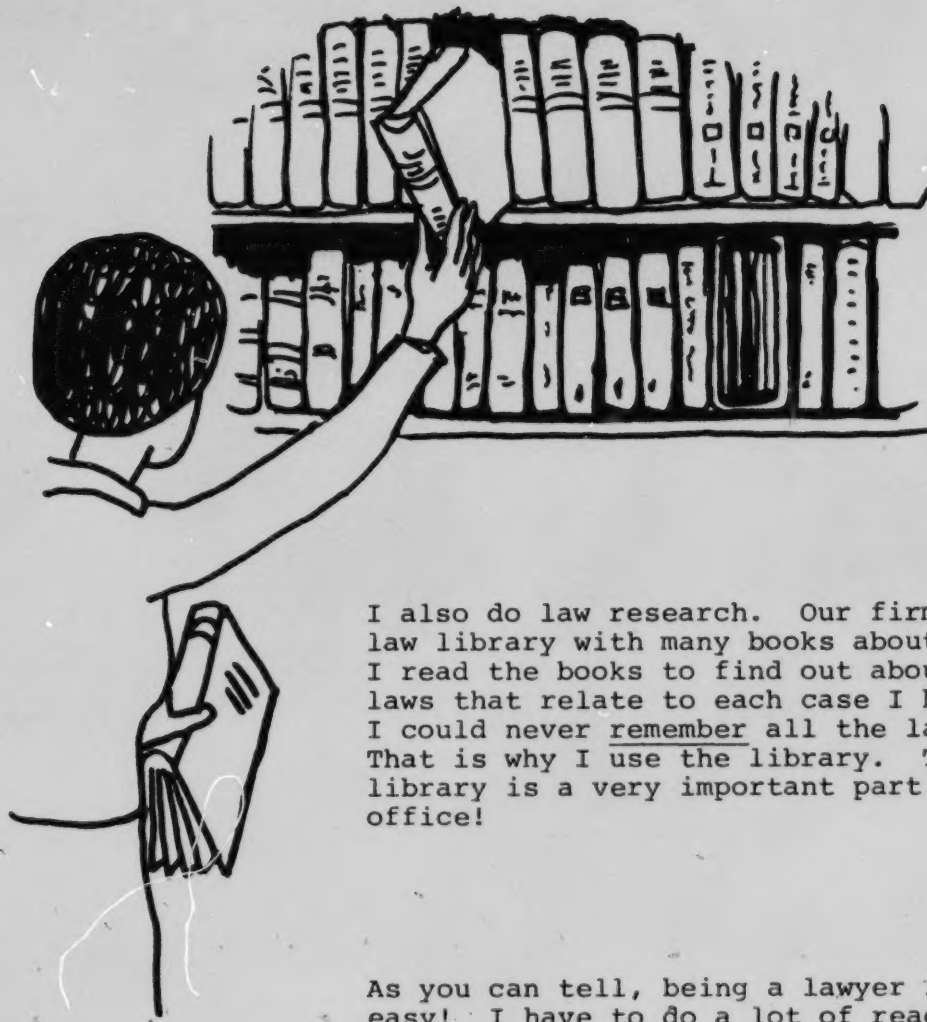
I am a lawyer in the law firm of Jacks, Potter, and Miller. I work with a group of lawyers. We work in the same office and help each other solve problems for our clients.



I do many different tasks every day. I talk with clients. I listen carefully to their legal problems. I learn all the important details and then decide if I can help them. I give them advice about the best way to solve their problems.

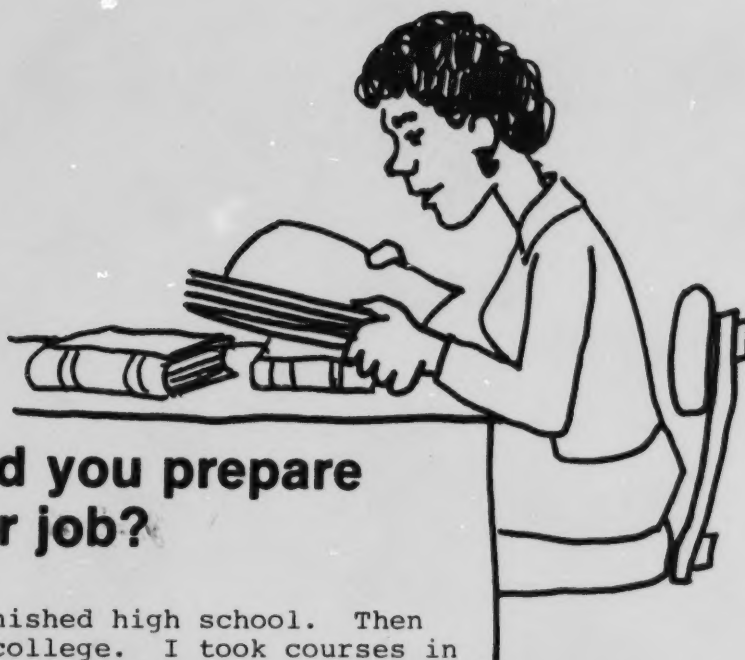


Many legal problems are solved out of court. But, sometimes I must go to court with my client. I plan everything I will say before our court date. I have all my information prepared. In court, I tell the judge or jury about my client's problem. I explain exactly what happened. I explain what my client wants and why he or she wants it. I try to make the judge or jury agree with my client. To do that, I must prove my client is right.



I also do law research. Our firm has a law library with many books about laws. I read the books to find out about the laws that relate to each case I have. I could never remember all the laws. That is why I use the library. The library is a very important part of our office!

As you can tell, being a lawyer is not easy! I have to do a lot of reading. And I need a good vocabulary to understand all the words I read.



How did you prepare for your job?

First, I finished high school. Then I attended college. I took courses in business, psychology, government, English, history, and in many other subjects as well. You need to take many different kinds of courses to get ready for law school.

After college I went to law school. It was very hard to get accepted in law school. I had good grades or I would not have made it. In law school, I learned the many different kinds of laws. In my classes, I researched study cases and prepared the court information. Lawyers with experience watched our class practice and gave us advice.

After I finished three years of law school, I had to take a difficult test. This test is called a bar exam. To pass this exam, I had to know how to work with many kinds of legal problems. After I passed the exam, I was able to work as a lawyer. If I had not passed the exam, I would have been able to try again at a later date. Most states will let a person take the test several times, but no one can work as a lawyer unless he or she passes the test.

What do you like most about your job?

I like to help people. Legal problems can be very difficult and hard to understand. When I help my clients to solve their problems, I feel very good.

What do you like least?

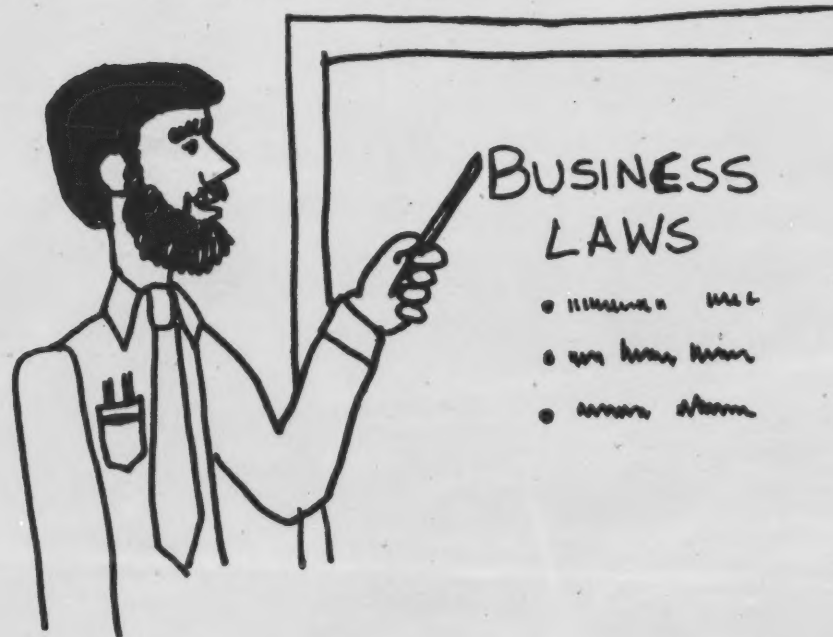
I wish I could remember every law ever made. Then I wouldn't need to do research for each case--it gets to be very tiring!



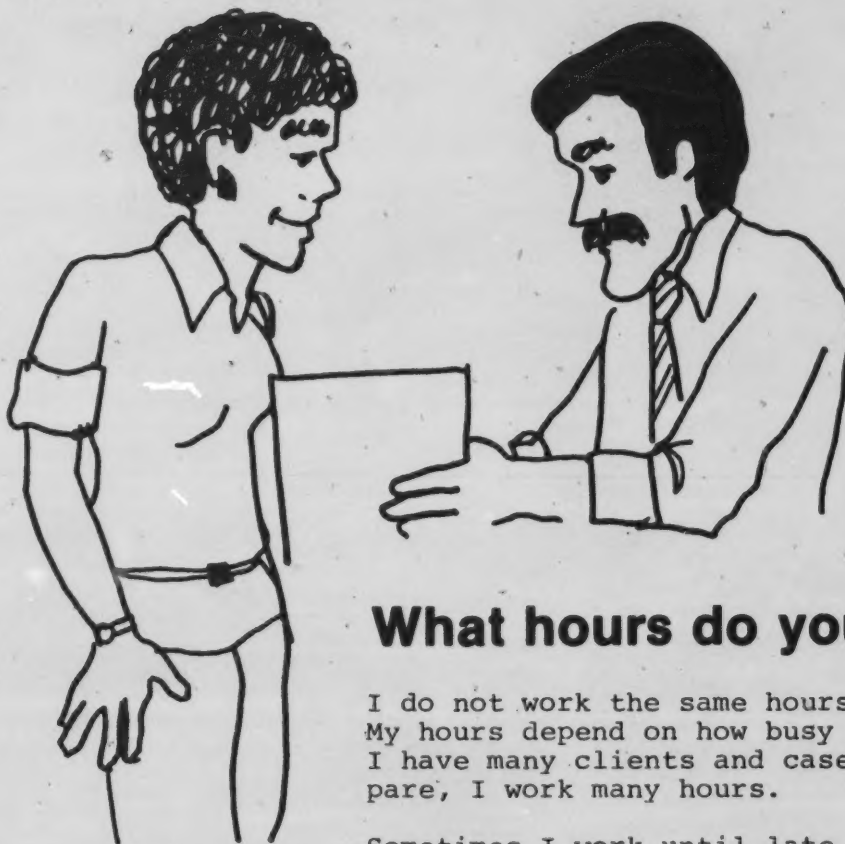
Do all lawyers do the same things that you do?

No, there are many different things for lawyers to do. Some lawyers teach law or write books about the law. Some lawyers do research for other lawyers.

Some lawyers specialize. That is, they handle only one type of case, such as juvenile crime cases.



Not all lawyers work for individuals, either. Some lawyers work for corporations; others work for labor unions. There are many different things lawyers can do and many different places they can work.



What hours do you work?

I do not work the same hours each day. My hours depend on how busy I am. When I have many clients and cases to prepare, I work many hours.

Sometimes I work until late at night. When I am trying a case in court, I work long hours and am under heavy pressure.

How much money do you earn?

The amount of money a lawyer earns depends on many things. For example:

- Lawyers who studied at famous law schools often earn more money than other lawyers.
- Lawyers who work in well-known law firms often earn more money than other lawyers.
- Lawyers who work in large cities may earn more money than lawyers in small towns.



Most beginning lawyers earn \$16,000 - \$18,000 a year. After a few years of work, a lawyer can earn up to \$30,000 a year. Lawyers with many years of experience often earn \$50,000 to \$70,000 a year. Famous lawyers who handle very difficult cases earn even more money than this.

What is the employment outlook?

The employment outlook for lawyers is good. However, the best jobs will be found by people who graduate from good law schools and who get good grades. Lawyers may have to move to the cities where jobs are most plentiful to find the work they want.

Do you want to learn more about this job?

You can get more education:

- Take the following courses in high school.

Communications/public speaking:

A lawyer writes well and talks to groups of people.

English:

A lawyer uses English the right way.

Social Studies:

A lawyer knows about our country's laws.

- Write or call your local bar association (an organization of all lawyers in your county) and ask about law school requirements. Also ask about jobs for lawyers.
- Attend college and law school to become a lawyer.
- Read books about the lives of famous lawyers. Learn about some of the cases they have solved.
- Visit the legislature and learn more about how laws are made.
- Learn about other jobs related to the law. Some of these jobs include...

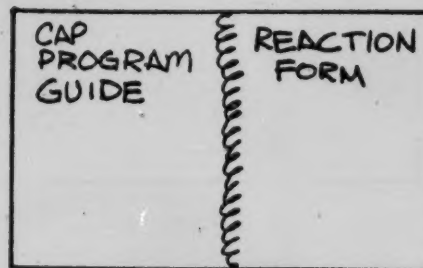
- law clerk
- district attorney
- law abstractor
- judge

You can get some experience:

- Visit a lawyer and ask questions about this career. Perhaps you can go to court with the lawyer, too!
- Volunteer to work on a political campaign. Many students who hope to become lawyers major in political science in college.

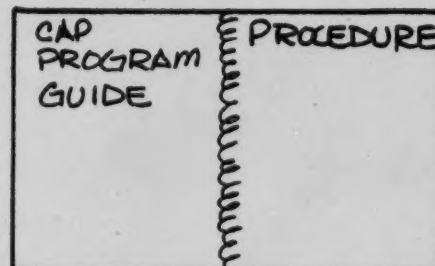
Now . . .

Turn to the Advising Reaction Form in your Program Guide. Answer the questions on the back of the Lawyer sheet.



What Next?

How many occupations have you investigated so far? Turn to the Procedure section of your Program Guide. Find the directions that apply to you.



Enjoy the Career Alert Planning program!

Child Care Attendant

PERFORM 2

Child care attendants take care of children during the day. They care for them while their parents work. Most of the children are 2 to 6 years old. They need lots of love and attention.



Child care attendants must like children. They must like to . . .



play with them



laugh with them



and hug them

Child care attendants are like parents. They have some of the same responsibilities that parents do.

Responsibilities

1. Think of games and other things for children to do.
2. See that there is time to play and time to rest.
3. Make sure the children have good meals.
4. Help children learn how to get along with others. Show them how to share. Show them how to be kind to others.
5. Make sure rooms and equipment are safe for young children.

You will learn about helping children to get along with others as you PERFORM the following activity.

Imagine . . . YOU are a child care attendant.

You take care of ten children each day. They do not always act in a nice way. Sometimes they do things that other children do not like. They need you to show them how to act.

Your task is to help children learn how to get along with others.



Here are some things to remember:

1. Children get tired. They need rest.
2. Children get bored. They do not like to do the same thing for a long time.
3. Children have lots of pep. They need to run and play.
4. Children can be selfish. They must learn how to share.
5. Children get angry. They must learn that hitting or doing other mean things is not nice.
6. Children can be lonely. They need to know that people like them.

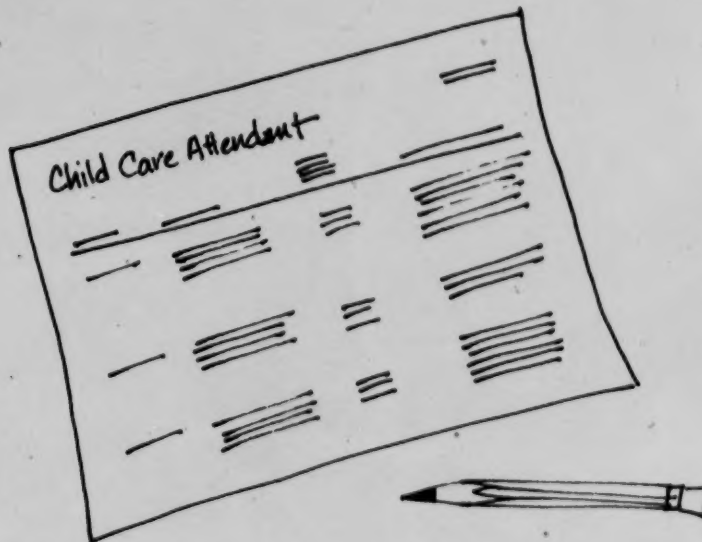


This is what you must do:

Find out one child's
behavior problem

STEP 1.

Turn to Worksheet 2, Child Care
Attendant.



STEP 2.

Look at the first column in the work-
sheet entitled Problems. Under this
word are things children might do.

STEP 3.

Read the first problem behavior, "bites."

STEP 4.

Find the What Happened column. Read about the first child's behavior.



Identify a reason for the poor behavior

STEP 1.

Think about the question, "Why is the child acting this way?"

STEP 2.

Reread "Here are Some Things to Remember."

STEP 3.

Now read the three reasons that are given on the worksheet.

STEP 4.

Circle the right one. Did you circle "angry?" You are right!

Identify one way to help the child

STEP 1.

Think about How Can You Help? You love children. They are very special to you. You want them to learn how to get along with others. You can help them.

STEP 2.

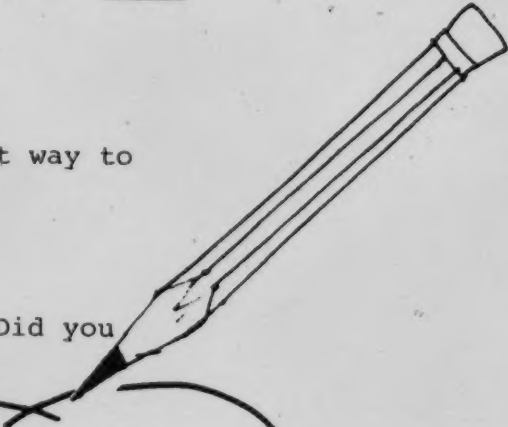
Look at the last column on the worksheet. Read the three things you could do.

STEP 3.

Think about which is the best way to help the child.

STEP 4.

Circle the correct answer. Did you circle the last one? Good!



Tell Meg that biting hurts others. Explain that she doesn't have to play with Tom. She can play with another friend.

Help other children to get along with others

STEP 1.

Do the rest of the worksheet. Do each problem like you did problem 1.

STEP 2.

When you are done, check your answers. Use the key on the next page.

Key:

Child Care Attendant

PROBLEM	WHAT HAPPENED?	WHY IS THE CHILD ACTING THIS WAY? THE CHILD IS	HOW CAN YOU HELP?
1. bites	Meg is mad at Tom. She doesn't want to play with him. Meg grabs his arm and bites him.	peppy <u>angry</u> bored	Tell Meg that she is mean. Spank her. Don't give her lunch. Give Meg an apple to bite. <u>Tell Meg that biting hurts others. Explain that she doesn't have to play with Tom. She can play with another friend.</u>
2. bothers others	Susan is building a house with blocks. Jeff has been playing with blocks all morning. He knocks over Susan's house.	angry <u>bored</u> selfish	Spank Jeff. <u>Show Jeff something else to do.</u> Feed Jeff.
3. doesn't share	Lori has been playing with the fire truck all morning. She won't let anyone else play with it.	tired bored <u>selfish</u>	<u>Explain that all the children must take turns playing with toys.</u> Grab the truck and give it to someone else. Send Lori to bed.

PROBLEM	WHAT HAPPENED?	WHY IS THE CHILD ACTING THIS WAY? THE CHILD IS	HOW CAN YOU HELP?
4. cries	Matt did not take a nap. Now he is lying on the floor crying. He doesn't want anyone to get near him.	angry <u>tired</u> peppy	Hug Matt. <u>Send Matt out to play.</u> <u>Put Matt in bed. After he rests he will feel like playing.</u>
5. is noisy	Mary Jo is running around the room. She is making lots of noise. She is bothering children who are trying to read.	peppy <u>tired</u> angry	Give Mary Jo a book to read. <u>Send Mary Jo outside to join other children in a game of "Tag."</u> Yell at Mary Jo. Tell her to stop.
6. kicks	Tony runs up to Carmen and kicks her. He is mad because she doesn't want to play ball with him.	angry peppy bored	Kick Tony so he knows how it feels. <u>Show Tony that he has hurt a friend. Point out that Alice wants to play ball with someone.</u> Give Tony some candy.
7. is sad	Kevin is sad that his parents are at work. He follows you around. He wants to be near you.	<u>lonely</u> angry selfish	Give Kevin some ice cream. Tell Kevin to go away. Say that you are busy. <u>Ask Kevin if he would like to help you. Tell him how much you like him.</u>

Now . . .

Turn to the Advising Reaction Form in your Program Guide. Find the Child Care Attendant page. Record your feelings about your interests and abilities in this activity. Return to this page.



Did you like being a child care attendant? Yes? Then you might like to try

Some other activities:

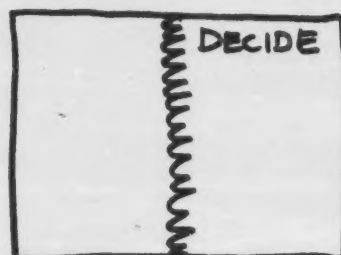
1. Babysit for several children in your neighborhood. Plan ahead! Decide what they will do: paint pictures, make chain necklaces, play ball, and so forth. Make sure the children do some quiet things and some active things.
2. Go to the library. Find 5 books you could read to a 2-year-old. Find 5 books that a 5-year-old might like.
3. Talk with a cafeteria worker in your school. Ask him or her to help you plan 5 lunches you could serve in a day care center.

Would you like to find out more about this occupation?

yes



Read DECIDE 2--Child Care Attendant



no

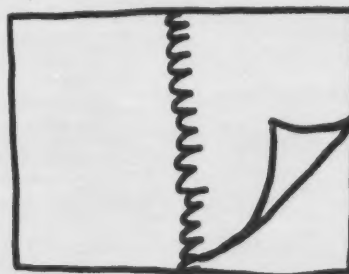


Turn to another Advising occupation.

Occupation 1--Lawyer

Occupation 3--Travel Agent

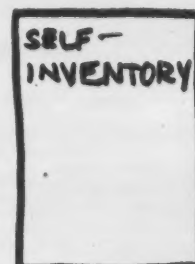
Occupation 4--Employment Counselor



or



Look at the Self-Inventory Chart in your CAP Program Guide. Select another job function to investigate.

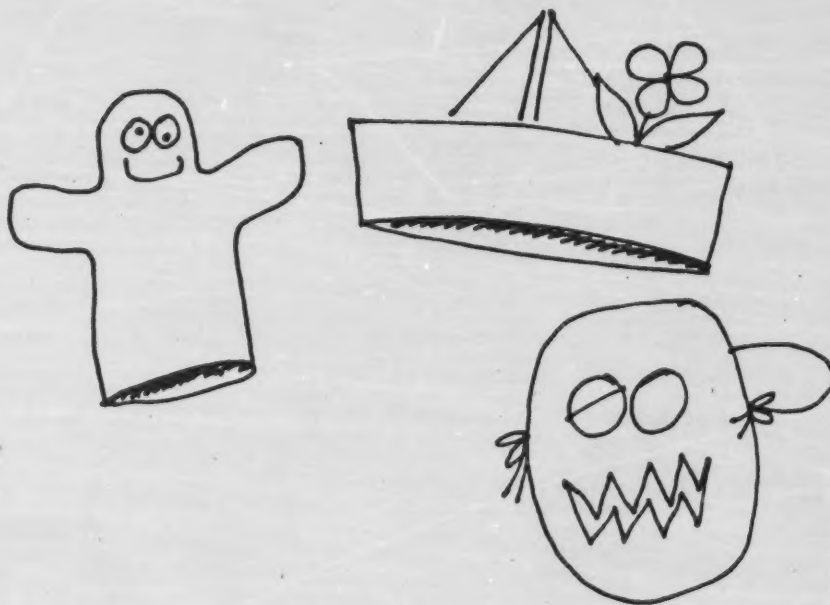


Child Care Attendant

DECIDE 2

You have just done one of the things child care attendants do. You helped children learn how to get along with others. You made them feel that you care about them.

Child care attendants do much more. In the next pages, you will learn more about what a child care attendant does. These facts will help you DECIDE if you would like to be a child care attendant.



Talking with Art Keller, child care attendant . . .

I work in a day care center. I take care of children while their parents work. I do many things.

Planning games and other things for children to do is one of my tasks. Children like to do things that are fun. This month I helped the children make puppets, hats, and halloween masks. I also taught them three new songs.



How did you prepare for your job?

I did a lot of babysitting when I was in high school. This experience helped me to know that I like to take care of children.

I got this job right after I finished high school. I am still learning how to be a good "daytime parent."

Other child care attendants are the best teachers. They tell me about ways they do things. This gives me new ideas to use.

I also read a lot of books about child care and health. I want to learn about the kinds of food and exercise that children need.

This year I am going to night school. I am taking a training program for child care workers. I want to be more than just a babysitter.

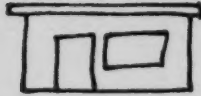


Do all child care attendants do the same things that you do?

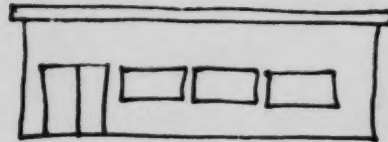
No, some child care attendants are play yard helpers. They watch the children only while they are outside playing. This is one job that a beginning child care attendant might do.



Small
Day Care
Centers



Large Day Care Centers



Day Care
Homes.

There are many sizes of day care centers. Some child care attendants work in large centers. Others work in small ones. Some child care attendants choose to work in their own homes. They run family day care homes. People who run day care centers or homes are called day care operators.

Day Care Operators

Day care operators do management kinds of jobs. They figure how much money they can spend on play equipment. They decide what kinds of equipment to buy. They also keep records of money they earn. They must decide how much money parents should pay to send their children to the center.

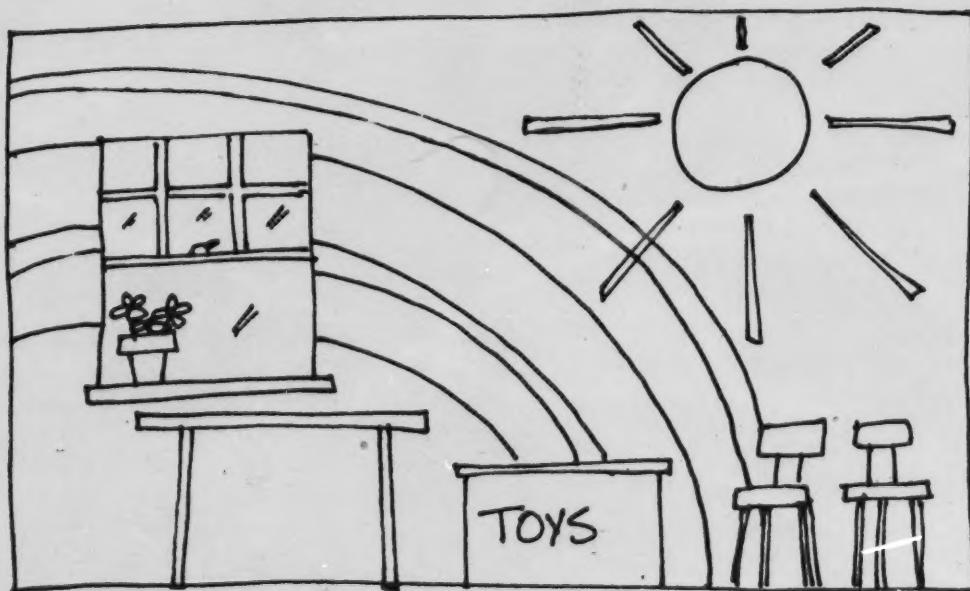


What do you like most about your job?

I like working with little children.
I know that I am doing a very special job.

You see, children are like plants.
They need lots of care and attention
before they can grow into beautiful
people.

Just as plants need "sun" light,
children need a "happy" light.
I try to make the day care center a
happy place for children to be.





Just as plants need the right amount of water, children need the right amounts of good food, exercise, and rest. I plan their days very carefully.

Plants need someone to wash their leaves and to trim them so they don't get shaggy. Children need someone to make sure they are clean, too. They also need someone to help them learn how to get along with others. I try to do this. I don't want my children to act "shaggy."

Good + Exercise + Love
Food + Rest = Happy
Healthy
Children

What do you like least?

It is hard to be kind and nice all the time. On days when many of the children act mean or cross, I feel like running away. But then I remember that most of the days are fun. I think about how much the children need me. Then I know that I am where I want to be.



What hours do you work?

I work from 8:30 to 5:30 on Monday through Friday. Parents bring their children to the center before they go to work. They come to get them after work.

How much money do you earn?

Child care attendants earn about \$9,000 a year. They do not need to go to college. Today, child care attendants do not have to prove that they have special skills. Many of them do. But some do not! Parents and other people want some new rules. They want only caring, skilled people to be child care attendants. When new rules are made, child care attendants should be able to earn more money.



What is the employment outlook?

The outlook for this occupation varies. It depends on social and economic trends.

For example, a declining birthrate may mean fewer child care attendants will be needed. However, more women are entering the work force. This may mean that more children will be cared for at child care centers.

Generally, the opportunities should be good.

Do you want to learn more about this job?

You can get more education:

- Take the following courses in high school or in a vocational school.

Health:

Child care attendants must know first-aid skills.

Home Economics:

Child care attendants must know how to plan good, well-balanced meals.

Family Living:

Child care attendants must know the same things parents should know. They must know how to take care of children.

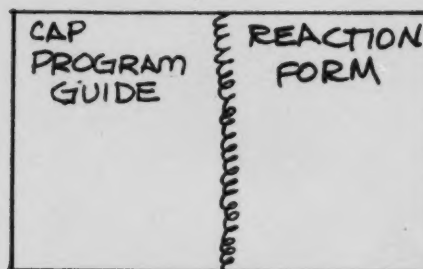
- Learn about other jobs related to child care attendant, such as . . .
 - hospital attendant
 - recreation worker
 - teacher
- Find out what training programs for day care workers are offered in your area.

You can get some experience:

- Visit a day care center. Watch what the child care attendants do. See if you can help for a day.
- Work in a day care center to get experience and to learn from other workers.
- Enroll in a training program for child care aides or attendants.

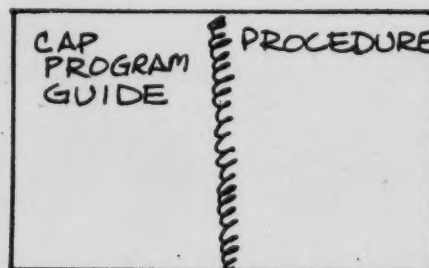
Now . . .

Turn to the Advising Reaction Form in your Program Guide. Answer the questions on the back of the Child Care Attendant sheet.



What Next?

How many occupations have you investigated so far? Turn to the Procedure section of your Program Guide. Find the directions that apply to you.

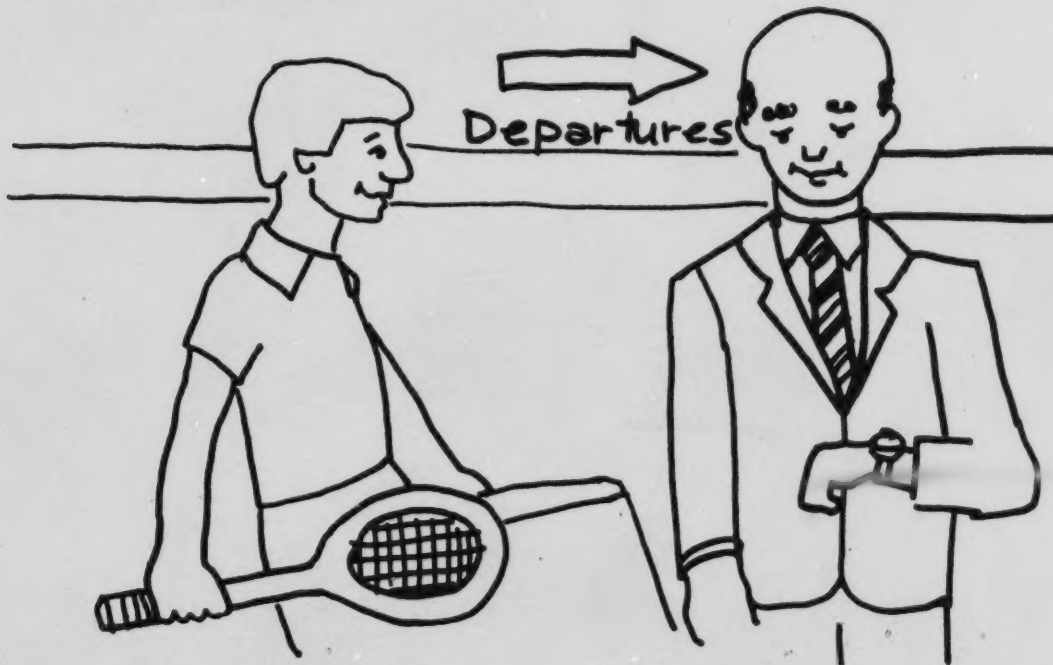


Enjoy the Career Alert Planning program!

Travel Agent

PERFORM 3

Travel agents make it easier for people to travel quickly and easily to places they want to visit. Some people travel for pleasure. Others travel for business. Getting to the right place at the right time is not an easy thing to arrange. It takes a lot of planning.



Travel agents help clients with their planning. Some of a travel agent's responsibilities are listed below.

Responsibilities

1. Consult with clients.
2. Plan travel (lodging, transportation, and so forth).
3. Figure total costs of trip.
4. Understand and explain foreign travel (customs, passports, vaccinations, and currency exchange rates).
5. Conduct promotional work. (Create displays or give talks on places to travel.)

You will learn about figuring trip costs as you PERFORM the following activity.

Imagine . . . YOU are a travel agent.

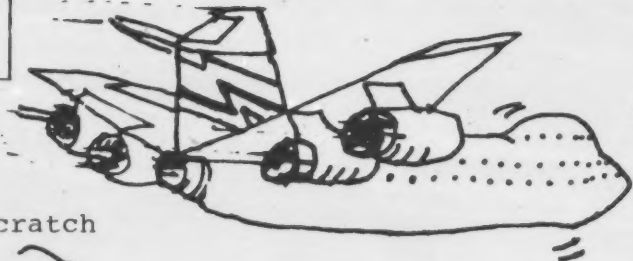
You have two new clients who want to go to Hilo, Hawaii. They will stay at the Sea Castle for one week. As their travel agent, you will make all the reservations. Then you will bill your clients for the cost of the hotel and the airline tickets.



Your task is to write a bill for the airline and hotel reservations.

This is what you must do:

Record client information on the statement



STEP 1.

Get a pencil and a piece of scratch paper.

STEP 2.

Turn to the Client Statement on Worksheet 3, Travel Agent.

STEP 3.

Read about your clients.

- Your clients are Ralph and Susan Romano. The Romanos live at 1466 Ashland Avenue, Chicago, Ill. 60411.
- The Romanos will travel to Hawaii from Chicago on July 2. They will return home on July 11.
- The Romanos will want a deluxe (fancy) room for two at the Sea Castle.

STEP 4.

Write these facts in the proper places on the Client Statement.

Figure out and record the total hotel costs

STEP 1.

Find the total hotel rate.

a. Look at the hotel rate chart.

Sea Castle 610 Breeze Rd Hilo, Hawaii		
Rates - daily rates per person in one room.		
	Economy	Deluxe
one person	\$ 45.00	\$ 55.00
two persons	\$ 52.00	\$ 60.00
each child under 12	\$ 6.00	\$ 8.00
Daily rates include breakfast and dinner.		
Tax of 4% not included.		

- b. Write the daily rate the Romanos must pay in the proper space on the statement.
- c. Figure the total hotel rate. Multiply the proper daily rate by the number of days the Romanos will stay.

\$ 60	-daily rate for
9	2 persons
	-number of days

- d. Record this amount in the total hotel rate space on the Client Statement.

STEP 2.

Find the amount of tax.

- a. Look at the hotel rate chart again.
Can you find the tax rate? It is
4 percent.
- b. Now find the tax on the hotel rate
amount.

Multiply the total hotel rate by
.04 (4 percent).

$$\text{Rate} \times .04 =$$

- c. Record the amount on the Client
Statement. This is the tax.



STEP 3.

Find the total hotel cost.

- a. Add the two figures:

$$\begin{array}{r} \text{Total Hotel Rate} \\ + \text{Tax} \\ \hline ? \end{array}$$

- b. Write the amount in the total
hotel cost space on the Client
Statement.

Record the flight information
on the Client Statement



STEP 1.

Find the flight information that applies
to your client.

PLANE SCHEDULE TO HILO, HAWAII

PEAK AIRWAYS

AIRLINE CHART

LEAVE FROM:	RATE PER PERSON	TAX	FLIGHT NUMBER	DEPARTURE TIME	ARRIVAL TIME
New York	196.00	7.84	402	9:06 a.m.	10:17 a.m.
Philadelphia	184.00	7.36	611	8:27 a.m.	3:44 a.m.
Atlanta	175.00	7.00	336	11:30 a.m.	12:08 p.m.
Miami	170.00	6.80	410	2:15 p.m.	2:17 p.m.
Cleveland	176.00	7.04	802	12:05 p.m.	1:48 p.m.
Detroit	179.00	7.16	917	10:10 a.m.	11:59 a.m.
Chicago	170.00	6.80	804	1:16 p.m.	3:25 p.m.
San Francisco	148.00	5.92	303	11:00 a.m.	1:25 p.m.
Los Angeles	152.00	6.08	224	2:05 p.m.	5:19 p.m.

STEP 2.

Write the information in the proper
spaces on the Client Statement.

Figure the total airline cost

STEP 1.

Find the total airline rate.

- a. The airline rate is \$170 per person.
- b. Multiply \$170 by 2 to find the total airline rate for Ralph and Susan Romano.
- c. Write this amount in the proper space on the Client Statement.

$$\begin{array}{r} \$170.00 \\ \times 2 \\ \hline \end{array}$$

STEP 2.

Find the total airline tax.

- a. The airline tax is \$6.80 per ticket. Write this amount on the Client Statement.

Now . . .

- b. Multiply the tax per ticket by 2.

$$\$6.80 \times 2$$

This is the total airline tax for two persons, Ralph and Susan Romano.

Write this amount in the total airline tax space on the Client Statement.

\$Airline.Rate
\$Airline.Tax

TOTAL \$Airline.Cost

STEP 3.

Find the total airline cost.

- a. Add the total airline rate and the total airline tax.
- b. Write the amount in the total airline cost space on the Client Statement.

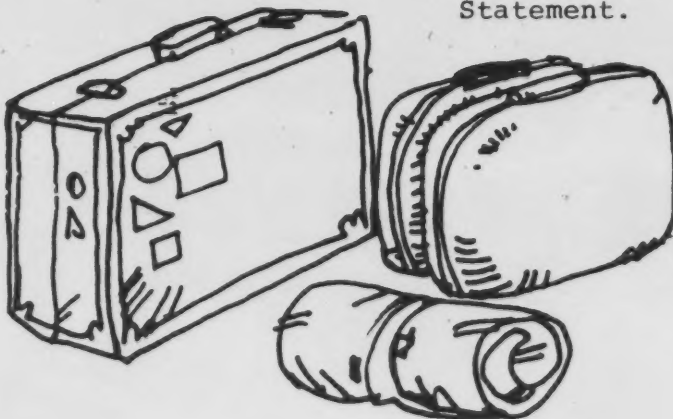


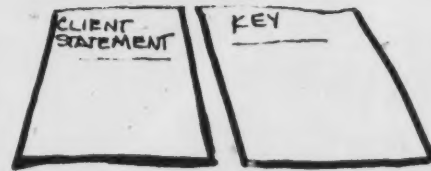
Figure the total amount due

STEP 1.

Add the total hotel costs and the total airline costs.

STEP 2.

Write this amount on the Client Statement.

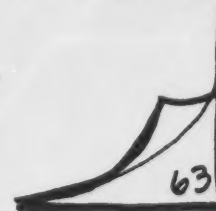


STEP 3.

Check your completed Client Statement with the key on the next page. Then return to this page.

Now . . .

Turn to the Advising Reaction Form in your Program Guide. Find the Travel Agent page. Record your feelings about your interests and abilities in this activity. When you are finished, turn to page 63.



Key 

Client's name Ralph and Susan Romano
 Client's address 1466 Oakland Ave.
 City Chicago State Ill. Zip 60641

Hotel/motel Sea Castle

Address	City	State/Country
<u>610 Breeze Rd.</u>	<u>Hilo</u>	<u>Hawaii</u>

Number of Persons	Dates: from	to
<u>2</u>	<u>July 2</u>	<u>11</u>

Number of Days	Daily Rates	Total Hotel Rate
<u>9</u>	<u>\$ 60.00</u>	<u>\$ 540.00</u>

Tax: 21.60

Total Hotel Costs: \$ 561.60

Flight Number	Number of Tickets
<u>804</u>	<u>2</u>

Leave Date	time
<u>July 2</u>	<u>1:16 p.m.</u>

Return Date	time
<u>July 11</u>	

Departs from	Arrives at
<u>Chicago, Ill.</u>	<u>Hilo, Hawaii</u>

Rate per Ticket	Total Airline Rate
<u>\$ 170.00</u>	<u>\$ 340.00</u>

Tax per Ticket	Total Airline Tax
<u>\$ 6.80</u>	<u>\$ 13.60</u>

Total Airline Costs: \$ 353.60

TOTAL AMOUNT DUE =

\$ 915.20

Agent Your name

Did you enjoy being a travel agent?
Yes? Then here are

Some other activities:

1. Visit a travel agency. Watch while a travel agent helps a client to plan a trip. Ask questions about this occupation when the travel agent is not busy.



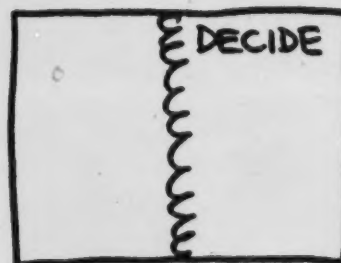
2. Think of a place you would like to visit. Plan a trip there. Get tour books from the library. Try to figure out how much the trip would cost. Will you travel by train? Car? Airplane?
3. Look for travel ads in the newspaper. Cut out the ads. Make a notebook of tours and trips.

Would you like to find out more about this occupation?

yes



Read DECIDE 3--Travel Agent



no



Turn to another Advising occupation.

Occupation 1--Lawyer
Occupation 2--Child Care Attendant
Occupation 4--Employment Counselor



or



Look at the Self-Inventory Chart in your CAP Program Guide. Select another job function to investigate.

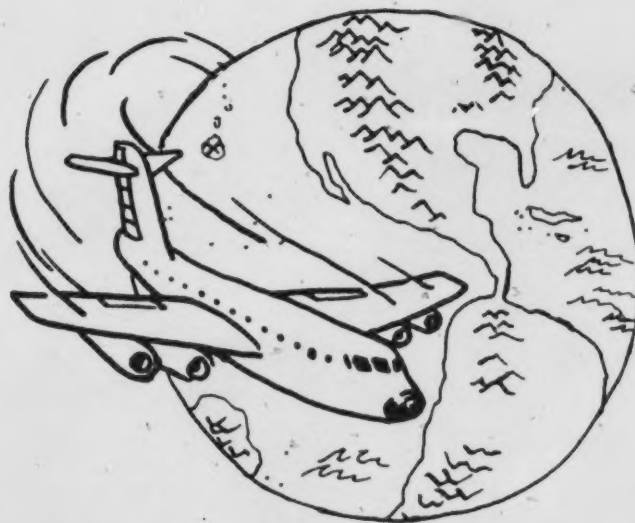


Travel Agent

DECIDE 3

You have done one of a travel agent's tasks. You billed a client for hotel and airline reservations.

You would probably like to have more information about a travel agent's job. In the next pages, you will find more facts about what a travel agent does. These facts will help you DECIDE if you would like a job as a travel agent.



Talking with Lee Ginther, a travel agent with Peak Travel Service . . .



I am one of ten travel agents who work at Peak Travel Service. Right now I am planning a trip for a local club. There are twenty people going to the western part of the United States. I will go on the trip as their guide. I know a lot about that area of the country since I have visited there many times before. I am really excited!

This week I am also making travel plans for several other clients. Each client is going to a different place. I spend a large part of my time making hotel and airline reservations. I also write airline tickets and figure bills for clients. One of my clients is going on a cruise (traveling on a boat). I will arrange for cabin reservations for her today.

During the holidays, like Christmas and Easter, and in the summer, I do the most travel planning. Many people travel then and want to be sure they have reservations.



How did you prepare for your job?

I started working at a travel agency right after high school. I answered the telephone. I gave out maps and airline schedules to clients. I took several trips myself. Then, I decided to become a travel agent.

Over the years I have taken a lot of trips. Traveling has helped me to be a better travel agent. The more I travel, the more I know about different places. Then I can share what I know with my clients.

Travel agents do not need college degrees. However, taking some college courses can be helpful. The American Society of Travel Agents offers night classes in how to operate a travel agency. They also offer courses by mail. I plan to take some courses soon because I would like to start my own agency someday.



What do you like most about your job?

I like learning about different parts of the world. In my job, I always learn new things. When my clients have questions about the climate or the way people live in other parts of the world, I try to find the answers for them. Sometimes the answers surprise me, too!

I like to meet people. It's fun to try to find trips that my clients will like. It's even more fun when clients come back to say they have had a great time! I enjoy helping others.



What do you like least?

I think the worst part of my job is the amount of time I spend waiting for information. Each day I contact many hotels and airlines to make new reservations or to change the reservations I've already made. I can't count the number of times I have been asked to "Please wait a few minutes." Sometimes I get upset--each travel plan takes so much time!

Do all travel agents do the same things that you do?

Yes, although travel agents who own their own agencies have more responsibilities. They must know how to manage a business and how to supervise their workers.



What hours do you work?

I work 9:00 a.m. to 6:00 p.m., Monday through Friday. These are the hours that Peak Travel Agency is open. Other agencies and travel agents may have different hours.

How much money do you earn?

Travel agents who get paid a straight salary earn between \$9,000 and \$16,000 a year. The amount depends on their experience.

Some travel agents like myself earn a basic salary plus commission. Commission is part of the total cost of trips sold to clients. I earn \$12,000 a year. But, if I plan trips for a lot of clients, I can earn \$2,000 to \$4,000 extra in commission.

\$alary PLUS
Comm**\$\$**ion

There are other benefits, too!



Travel agents usually get cheaper hotel and airline rates than other travelers do. Some hotels even invite travel agents to stay at the hotel free. They hope agents will advise their clients to stay at the hotel.

Sometimes travel agents get chances to guide special tours like the one I am taking out West. These special benefits are like extra money to me.



What is the employment outlook?

The outlook is good. More people are traveling every year, so the need for good travel agents is increasing.

Do you want to learn more about this job?

You can get more education:

- Take the following courses in high school.

Foreign Languages:

Knowing foreign languages can help a travel agent to plan and guide trips to other countries.

Mathematics:

Math skills are important in figuring out travel costs.

Public Speaking:

Travel agents must be able to interest people in places to travel.

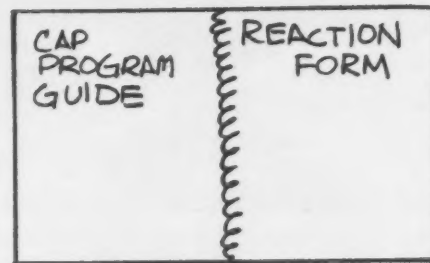
- Go to a travel agency. Watch how the travel agent makes travel plans. Ask the agents questions about their job.
- Contact the American Society of Travel Agents for information about the courses they offer.
- Explore some other jobs related to travel agent, such as . . .
 - airline reservations agent
 - tour guide
 - travel counselor in an automobile club

You can get some experience:

- Travel to as many places as you can!
- Find a part-time job as a reservations clerk for an airline, bus company, or train company.
- Join a travel club in your school or community.
- Apply for a job at a travel agency.
- Attend college or a vocational school. Take liberal arts or business courses.

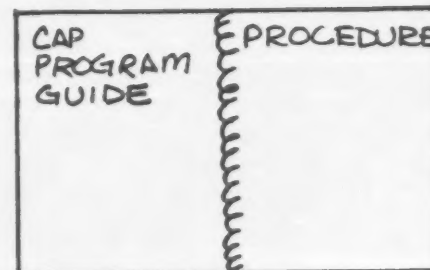
Now . . .

Turn to the Advising Reaction Form in your Program Guide. Answer the questions on the back of the Travel Agent sheet.



What Next?

How many occupations have you investigated so far? Turn to the Procedure section of your Program Guide. Find the directions that apply to you.



Enjoy the Career Alert Planning program!

Employment Counselor

PERFORM 4

Employment counselors are people who counsel (or advise) other people about how and where to get jobs. They work to find the best jobs for their clients. Employment counselors must care about people and their needs and welfare enough to want to help them. Some of the responsibilities of this job follow.



Responsibilities

1. Talk with job seekers to learn about their interests, abilities, skills, education, training, experiences, and specific job needs.
2. Find out what jobs are available in the area.
3. Talk with employers to discuss their hiring needs.
4. Advise clients about a number of suitable jobs.
5. Give aptitude, achievement, or similar tests.

You will learn some parts of advising clients about suitable jobs as you PERFORM the next activity.

Imagine . . . YOU are an employment counselor.

You have a new client. Your client has filled out an employment application. You must look at the information on this application to learn about your client.

Next, you will try to find a job that fits your client. You will read several job descriptions to find the jobs that best suit your client. If your client is interested, he or she will then interview for these jobs.



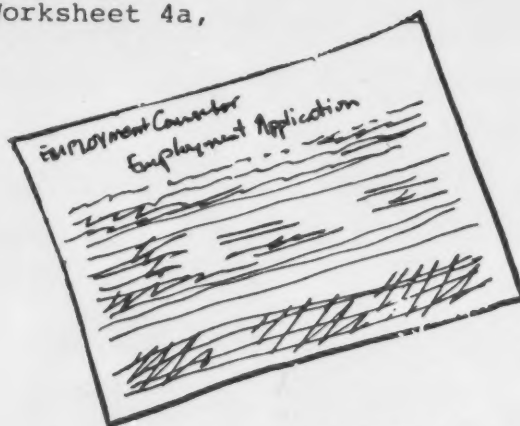
**Your task is to choose the
jobs that fit your client.**

This is what you must do:

Find out some facts about your client

STEP 1.

Turn to the client's Employment Application. It is on Worksheet 4a, Employment Counselor.



STEP 2.

Read the information your client has written on the application. Look carefully at the following.

- a. Your client's skills. What can she do?
- b. Your client's education. What has she learned in school?
- c. Your client's experience at jobs. What work has she done before?



Find out about the jobs that
are available

STEP 1.

Turn to the Job Sheets 1-7 on Worksheet
4b, Employment Counselor.

STEP 2.

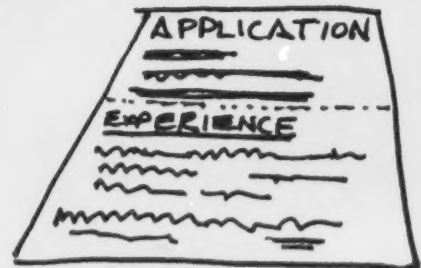
Read the information on each of the job
sheets.



Decide if your client is
suited to any of the jobs

STEP 1.

Find the boxes on Job Sheet 1. Read
the information beside each box.



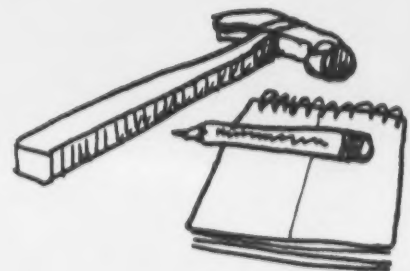
STEP 2.

Look at your client's application.
Does your client have the experience
for this job? Does she have the
education? Does she have the skills?

STEP 3.

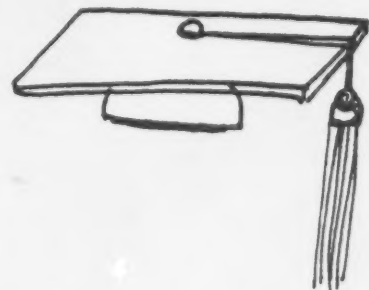
Put a check mark in the box if your
client has what is needed.

For example, does your client have the
skills needed for the job? Yes? Then
put a check in the box beside "Job
Skills."



STEP 4.

Look at Job Sheets 2-7. Repeat STEPS
1-3 outlined above.



Advise your client of the jobs
that seem to fit her

STEP 1.

Look at Job Sheet 1. If any of the
boxes are empty, this job does not
fit your client. Do you see checks
in every box?

STEP 2.

Look at Job Sheets 2-7. Decide if your
client fits these jobs. If so, write
your client's name at the bottom of
those job sheets.



STEP 3.

Check your work! Look at the key below.

These are the two jobs that fit
your client:
Clerk typist (Job Sheet #4)
Cab driver (Job Sheet #5)

Now ...

Turn to the Advising Reaction Form in your Program Guide. Find the Employment Counselor page. Record your feelings about your interests and abilities in this activity. Return to this page.

Did you enjoy being an employment counselor? Yes? Then here are

Some other activities:

1. Visit an employment office. Watch the counselors at work.
2. Look at the want ads in the newspaper. Try to decide what skills, education, and experience a person needs to do each job.
3. Talk to your school guidance counselor. Find out where counselors get information about careers.

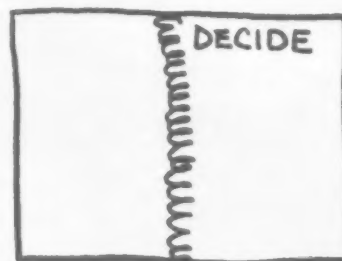


Would you like to find out more about this occupation?

yes



Read DECIDE 4--Employment Counselor

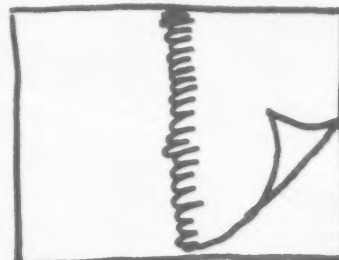


no



Turn to another Advising occupation.

Occupation 1--Lawyer
Occupation 2--Child Care Attendant
Occupation 3--Travel Agent



or



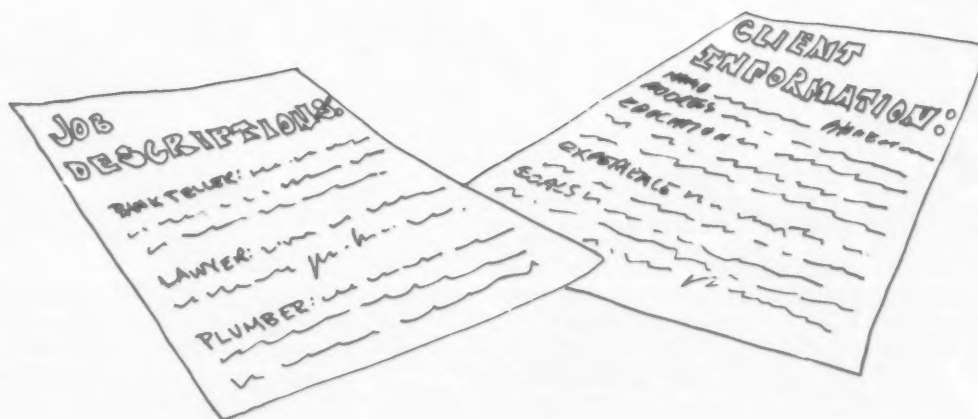
Look at the Self-Inventory Chart in your CAP Program Guide. Select another job function to investigate.



Employment Counselor

DECIDE 4

You finished part of an employment counselor's job. You studied information about a client. You read some descriptions of jobs. You compared the descriptions with the information about your client to decide which jobs were best for your client.



There is much more to know about an employment counselor's job. Many questions about a career as an employment counselor can be answered by . . .

Talking with James Maloy, an employment counselor with Search Employment Service . . .



I started working at Search three years ago. At first the job was difficult. I had to learn how to work with the employers in the area. I had to show them that I could find the right workers for their companies.

I had to gain the confidence of my clients, too. I had to show them that they could trust me to find the right jobs for them.

I worked very hard to learn how to do my job well. Now I have the knowledge and communication skills I need to serve my clients and the employers.



My job involves a lot of communication!

- I talk with employers to learn about jobs. Sometimes the employers contact me. They tell me they need workers for certain jobs. Other times I contact employers. I ask them if they need workers to fill jobs.
- I talk with clients to get the information I need to find them jobs. I ask my clients questions about . . .
 - their skills and experiences
 - their education and training
 - their interests and abilities
 - many other kinds of information that affect a client's job choice

Sometimes I give my clients tests. Some tests tell me about a client's personality. Some tests tell me about his or her intelligence. Other tests tell me about a client's skills and interests.

- I talk or write to community people.
I learn about each client from . . .

- people the client has worked for
in the past

- people at the schools the client
has attended

- people the client has listed as
references--these are the people
who know the client well--the
people the client has listed on
the application.

I use all the information to find jobs
that my clients will succeed in and
enjoy. I try to find the right job for
each person that comes to me for advice.



I also help my clients plan how to pre-
pare for jobs. Many jobs require
college training or special skills. I
help clients learn what education and
skills are necessary for a job. I help
them decide the best way to get the
education and skills required.

How did you prepare for your job?

After high school I went to college. I took courses in psychology, sociology, and personnel administration.

Some private businesses don't require a counselor to have a college degree. However, most state employment services do require a college degree.



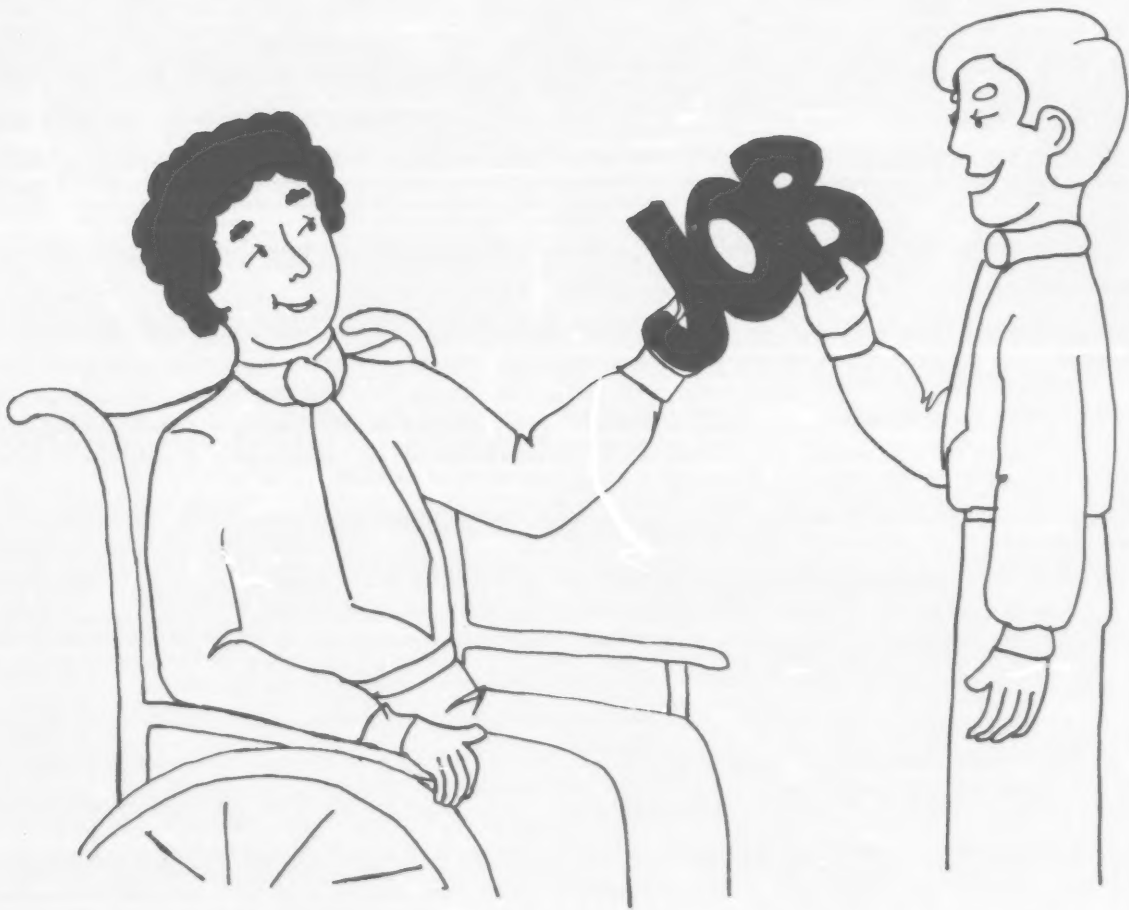
Do all employment counselors do the same things that you do?

Most employment counselors work at employment agencies. These are special offices where people come to get help finding jobs. Some employment agencies are state agencies. Others are private businesses, like Search, the business I work for. Counselors who work for private agencies do the same things I do. Some counselors who work at state agencies see only people with special problems. Their work takes special kinds of skills.



What do you like most about your job?

People should have jobs they enjoy. I know people enjoy work when they are interested in their jobs and when they can do their jobs well. So, I help people to find jobs where they can use their interests and skills. When I find a job my client likes, I feel good!





What do you like least?

Sometimes I wish I didn't work on commission. I have to work very hard--telephoning employers and finding jobs for many clients. If I don't find jobs for enough clients, I won't earn enough commissions to pay my bills!

Counselors at state employment services offices don't earn commissions because the state gives people the service free. State agencies have many more clients. Sometimes it's hard to help all of these clients at once!

How much money do you earn?

Counselors in private businesses work on commission. Working on commission is hard to explain . . . but let me try!

The agency finds jobs for clients. Then, the clients pay the agency. Or sometimes a client's new employer pays the agency. This payment is called a fee.



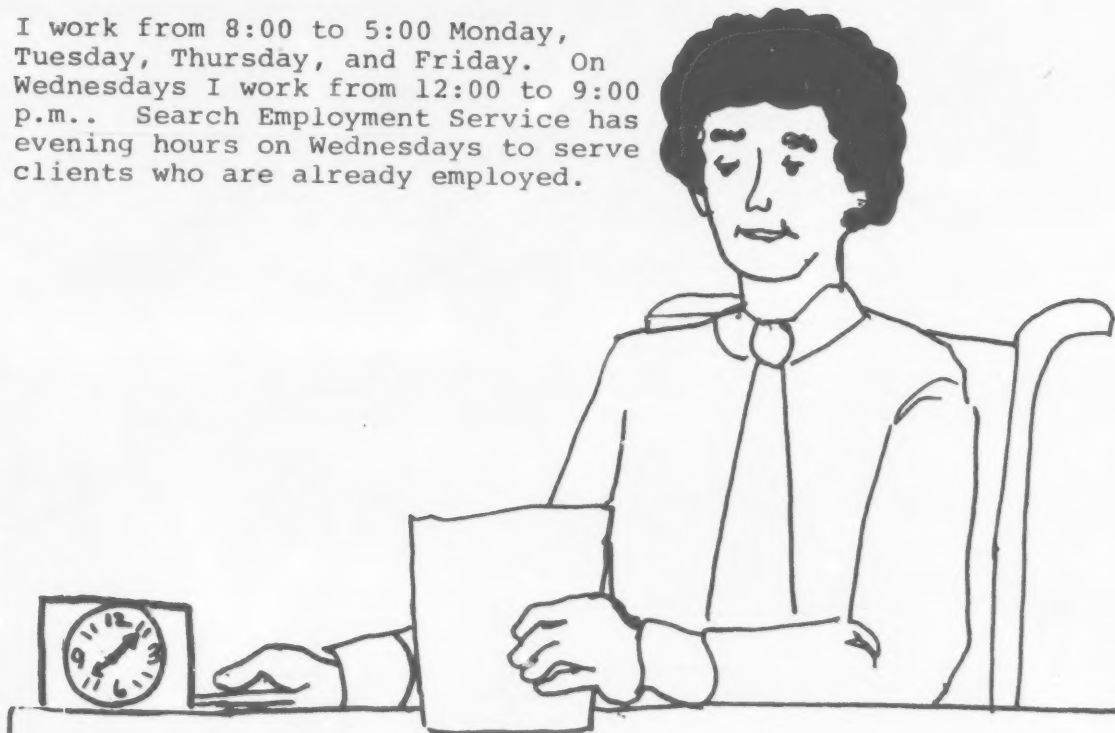
The counselor gets one-third of the fee for each client. This part of the fee is called a commission.

I work on commission. Last year I earned about \$12,500 in commissions. The most experienced counselors at my agency earn the most commissions. Some of these counselors earn as much as \$20,000 a year!

Counselors in state agencies average \$10,500 to \$15,000 per year in salary.

What hours do you work?

I work from 8:00 to 5:00 Monday, Tuesday, Thursday, and Friday. On Wednesdays I work from 12:00 to 9:00 p.m.. Search Employment Service has evening hours on Wednesdays to serve clients who are already employed.



What is the employment outlook?

The employment outlook for employment counselors is average. Federal funding supports most state employment agencies. When this funding is reduced, the number of available jobs is also reduced.

Private agencies may find an increasing need for employment counselors as more people want to make job changes. Such people may ask employment counselors to help them find more satisfying jobs.

People trained as employment counselors can also work in related occupations such as guidance counselors and job recruiters.

Do you want to learn more about this job?

You can get more education:

- Take the following courses in high school.

English:

Employment counselors write letters and reports. They must use correct English.

Communications/public speaking:

Employment counselors talk with people. They must organize and present information so it is easily understood.

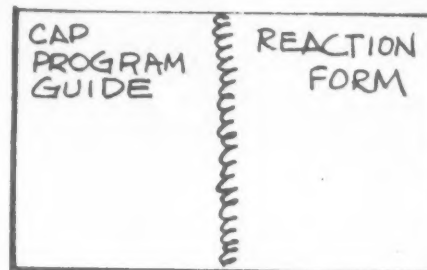
- Learn about other jobs like employment counselors. Some of these jobs are:
 - recruiting officer for the armed forces
 - employment supervisor
 - personnel manager
- Go to state and private employment agencies. Talk with employment counselors about their job.

You can get some experience:

- Apply for a job as an employment counselor in a private agency. You will learn special skills as you work.
- Go to college. Then apply for a job as an employment counselor in a state or private agency.
- Consult your local armed forces recruiting offices. Find out about opportunities in the services.

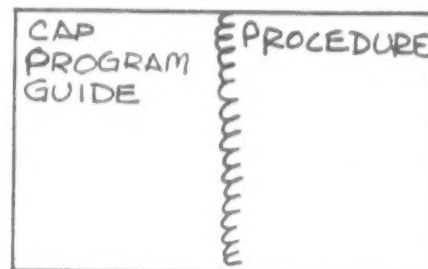
Now . . .

Turn to the Advising Reaction Form in your Program Guide. Answer the questions on the back of the Employment Counselor sheet.



What Next?

How many occupations have you investigated so far? Turn to the Procedure section of your Program Guide. Find the directions that apply to you.



Enjoy the Career Alert Planning program!